HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

Secure Parliamentary Remote Access (SPRA)

The Secure Parliamentary Remote Access (SPRA) service provides remote access to Microsoft Office applications, the Parliamentary Intranet and files stored on the Parliamentary Precinct Network (PPN).

Using a computer or mobile device with an Internet connection, the SPRA service allows you to run one or several applications (such as Outlook, Excel and Internet Explorer) or choose a full "virtual desktop" session that resembles the House of Commons' (HoC) desktop computer environment.

TABLE OF CONTENTS

What you will need 1
Support 2
Appendix 1 – Windows Computer 3
Appendix 2 – Macintosh Computer 7
Appendix 3 – iPad 12
Appendix 4 – Playbook 17
Frequently asked Questions 22

WHAT YOU WILL NEED

House of Commons network user account

You must have a valid HoC account consisting of a user name and password, and the account must be configured to use the SPRA service.

Computer or mobile device

You can use virtually any Internet-connected computer or mobile device running **a currently supported and up-to-date version of its operating system**. Please refer to one of the platform-specific **GETTING STARTED** sections in this guide for detailed information on setting up the service for the first time with your Windows or Macintosh computer, or with your iPad or Playbook. While you may find you can use the service with other devices, these four devices have been tested by Information Services (IS).

Due to the variety of devices available, the IT Service Desk (ITSD) can offer support in connecting these devices to the service, but it does not explicitly support all these platforms.

RSA SecurID

To gain access to the SPRA service, you will need an RSA SecurID token and an associated Personal Identification Number (PIN). If you already have an RSA SecurID token and PIN issued by IS, they can be used with the SPRA service. If you do not have a SecurID token or have forgotten your PIN, please call the ITSD for assistance.

Citrix Receiver

The Citrix Receiver allows client devices to connect to the SPRA service.

If you are using a mobile device to access the service, you will first need to install the Citrix Receiver application on your device.

If you are using a Windows or Macintosh computer, you will be prompted to install a similar program when you first connect to the service.

Detailed information about installing the Citrix Receiver is included in the **GETTING STARTED** sections in the appendices.

Note: Installing multiple versions of the Citrix client on a computer can corrupt the Citrix installations and make them inoperable. Also, older versions of Citrix clients can pose a security risk. To use the SPRA service, we recommend uninstalling any exisiting versions of the Citrix client and installing only the Citrix Receiver available on the SPRA website. Dedicating the device to a single Citrix client-based service may be required. Contact the IT Service Desk if you need assistance.

It is recommended that you try the service with a Windows computer before using it with other devices.

SUPPORT

Technical support for this service can be obtained via the ITSD at 613-947-4774, or toll free at 1-888-443-4774.

Support offered by IS for connecting to the SPRA service from various types of devices is summarized below:

Device	Permitted	Tested	Support
Windows computer	Yes	Yes	Full
Macintosh computer	Yes	Yes	None
iPad tablet	Yes	Yes	Limited
Playbook tablet	Yes	Yes	Limited
Other compatible devices	Yes	No	None

APPENDIX 1 – WINDOWS COMPUTER

GETTING STARTED (NOTE: THE SET UP PROCESS MAY NOT LOOK THE SAME ON ALL BROWSER VERSIONS.)

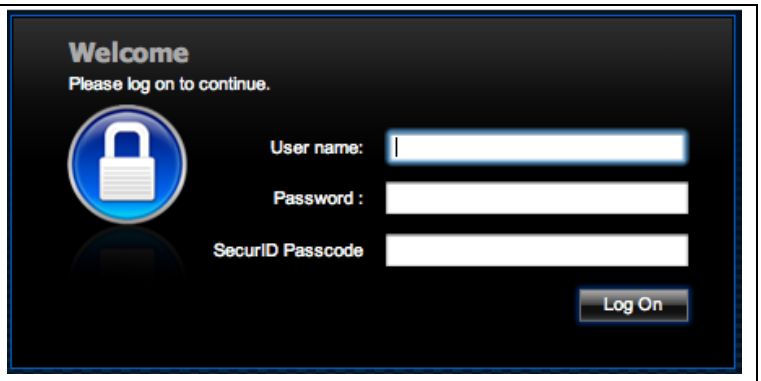
You can consult the video overview (from a desktop computer; or mobile device) for more information about the service and how to use it with a variety of devices.

1. Go to the Parliamentary Extranet web page https://extraparl.parl.gc.ca and click the **Secure Parliamentary Remote Access | Accès à distance sécurisé au Parlement** link.

EXTRAPARL
PARLIAMENT | PARLEMENT CANADA
HoC and LoP email | Courriel de la Cdc et de la BdP (Instructions: English - Français)
Senate Email | Courriel du Sénat (Instructions: English - Français)
Financial Portal | Portail financier
HoC Electronic Forms | Formulaires électroniques de la Cdc
HoC Financial Information | Information financière de la Cdc
HoC E-Notices | Avis électroniques de la Cdc
Secure Parliamentary Remote Access | Accès à distance sécurisé au Parlement

2. Alternatively, you can connect directly to the SPRA service via https://rvds.parl.gc.ca.
   Once at the login screen, enter your HoC account **USER NAME** and **PASSWORD**, and your **RSA PIN** + 6-digit **RSA SECURID TOKEN CODE**.

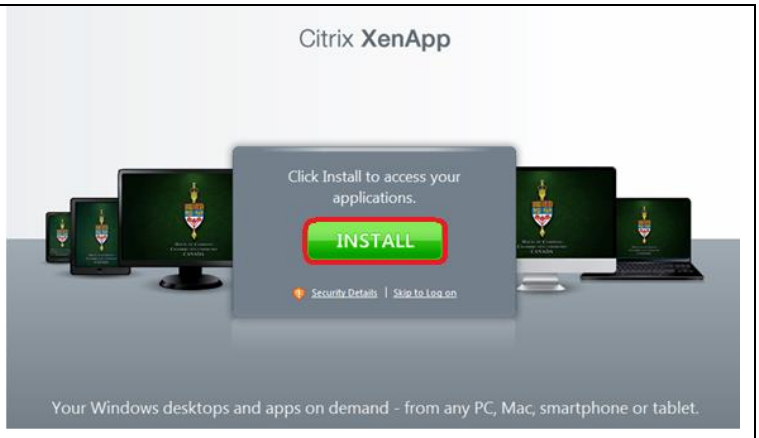
   ***Note**: If this is your first time using your RSA SECURID TOKEN, enter the 6-digits shown on the TOKEN, and follow the steps to set up your PIN.*



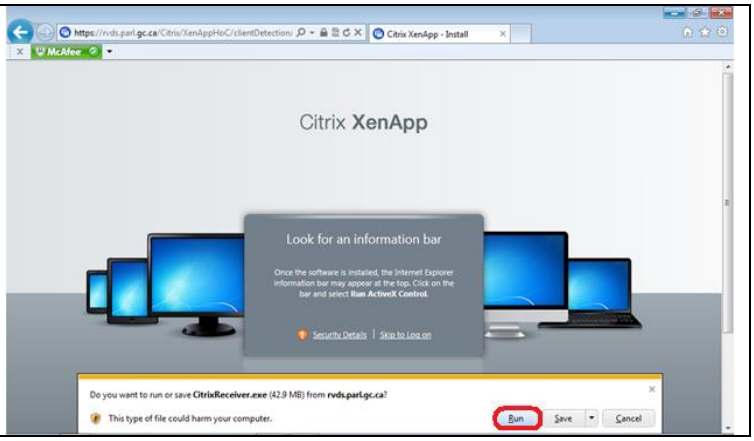
3. If your computer does not have the current version of the Citrix Receiver application installed, you will be prompted to download and install it.

   When this screen appears, click **INSTALL**.

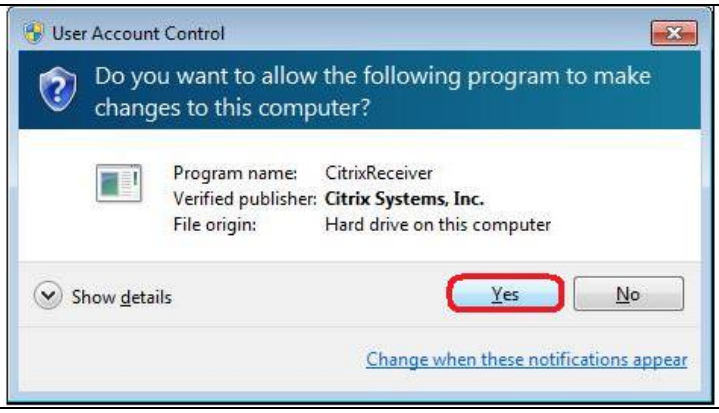
   ***Note:** Only the current version of the Citrix client available from the portal should be installed on the computer you are using to access the SPRA service. Previous versions of the Citrix client that co-exist on the computer may corrupt the Citrix installations and should be uninstalled prior to completing these steps.*


Citrix XenApp
Click Install to access your applications.
INSTALL
Security Details | Skip to Log on
Your Windows desktops and apps on demand - from any PC, Mac, smartphone or tablet.

4. When this screen is displayed, click **RUN**.

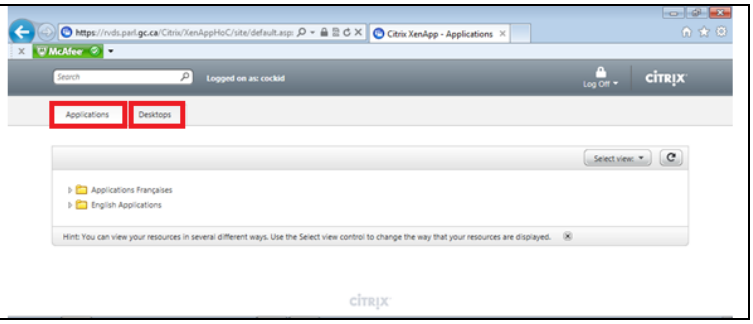


5. When the USER ACCOUNT CONTROL prompt is displayed, click **YES**.


User Account Control
Do you want to allow the following program to make changes to this computer?
Program name: CitrixReceiver
Verified publisher: Citrix Systems, Inc.
File origin: Hard drive on this computer
Show details
Yes
No
Change when these notifications appear

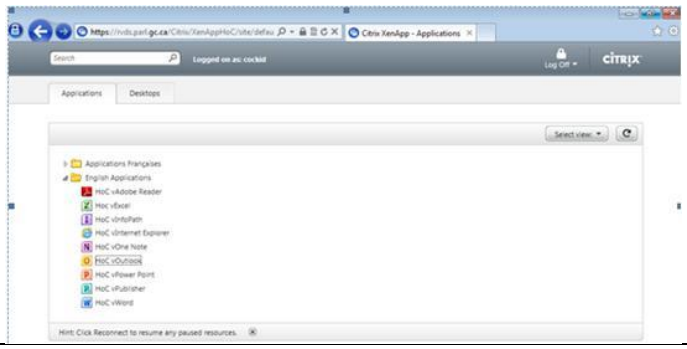
6. When the WELCOME TO CITRIX RECEIVER SETUP screen appears, click **INSTALL**.

7. From the Citrix Portal, you may select the **APPLICATIONS** tab to access a number of familiar Microsoft Office applications, or click the **DESKTOPS** tab to access a virtual desktop.

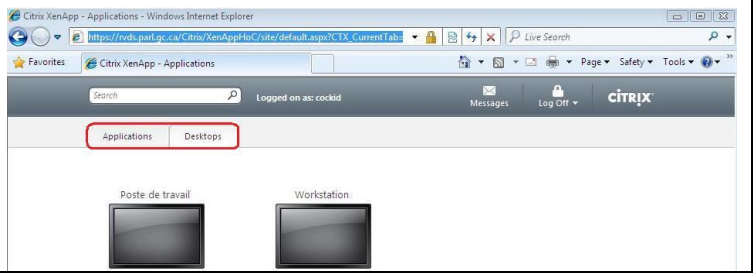


8. To use an application, select the **APPLICATIONS** tab, open the folder and click the application you wish to launch.

OR



9. To access a virtual desktop, select the **DESKTOPS** tab and click to launch a **WORKSTATION**.



LOGGING OFF

To end your application/desktop session and your connection to the service, first close the application or log off from the virtual desktop session. Then, from the Citrix Portal, click **LOG OFF**.

If you wish to return to your application/virtual desktop session later, but wish to disconnect from the service now, leave your session open and click **LOG OFF** from the Citrix Portal.

SUBSEQUENT LOGONS

Once the initial setup has been completed, go to https://rvds.parl.gc.ca and enter your HoC account **USER NAME** and **PASSWORD**, and your **RSA PIN** + 6-digit **RSA SECURID TOKEN CODE** to reach the Citrix Portal and any open applications or virtual desktop sessions.

Once you have logged on, the Citrix Portal will appear, along with any applications or virtual desktop sessions that were open when you disconnected earlier.	

APPENDIX 2 – MACINTOSH COMPUTER

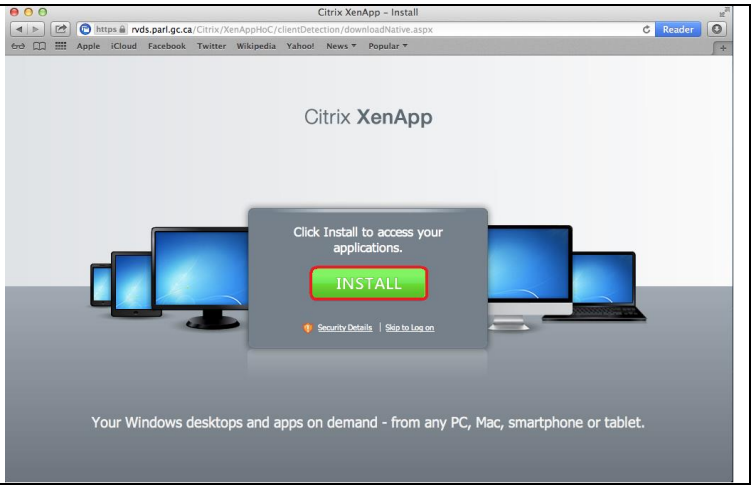
GETTING STARTED

Note: The ITSD does not offer support for Macintosh computers.

1. Go to https://rvds.parl.gc.ca and enter your House of Commons account **USER NAME** and **PASSWORD**, and your **RSA PIN** + 6-digit **RSA SECURID TOKEN CODE.**

   Note: If it is your first time using your **RSA SECURID TOKEN**, enter the 6 digits shown on the **TOKEN**, and follow the steps to set up your RSA PIN.

2. If your computer does not have a current version of the Citrix Receiver program installed, you will be prompted to download and install it. When this screen is displayed, click **INSTALL**.


Citrix XenApp – Install
Citrix XenApp
Click Install to access your applications.
INSTALL
Security Details | Skip to Log on
Your Windows desktops and apps on demand - from any PC, Mac, smartphone or tablet.

3. The installation page will pause while the Citrix Receiver program downloads.

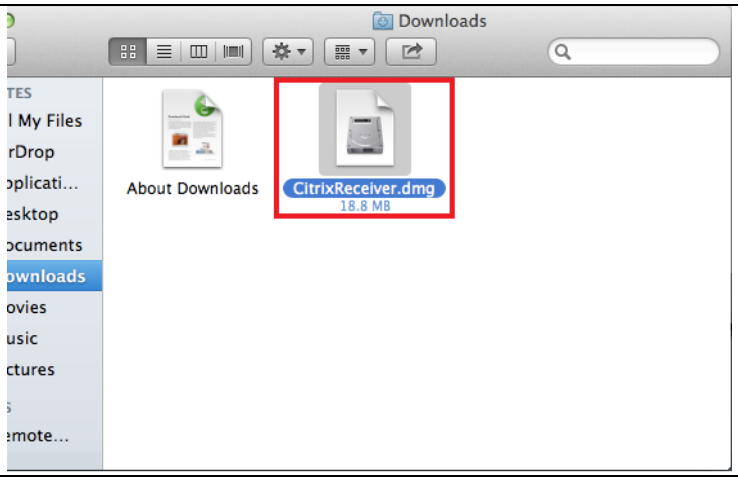
   Notice that an icon indicating the progress of the download is displayed in the dock during the download:

Citrix XenApp – Client Installation
Citrix XenApp
Confirm installation is complete
Please wait while the download process begins.
Once the installation is complete, click Continue.
Continue
Security Details | Skip to Log on
Your Windows desktops and apps on demand - from any PC, Mac, smartphone or tablet.

4. From the DOWNLOADS location on the Macintosh computer, locate and double-click the **CITRIXRECEIVER.DMG** file.

   Control-click the **INSTALL CITRIX RECEIVER.PKG** file and select **OPEN**.

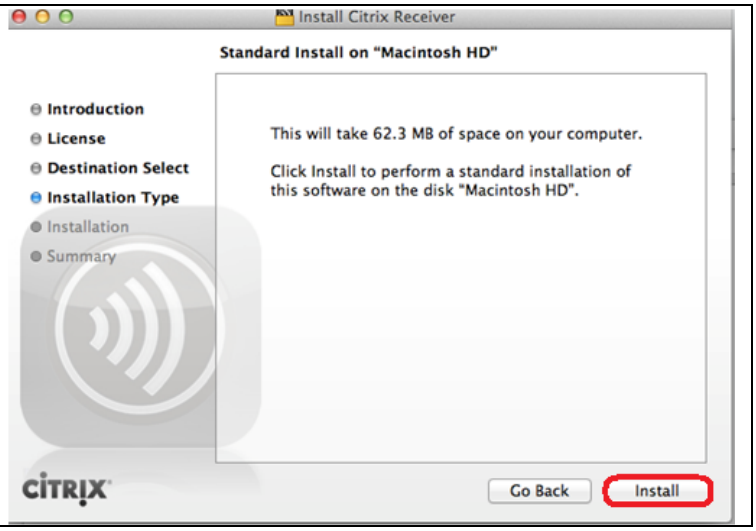
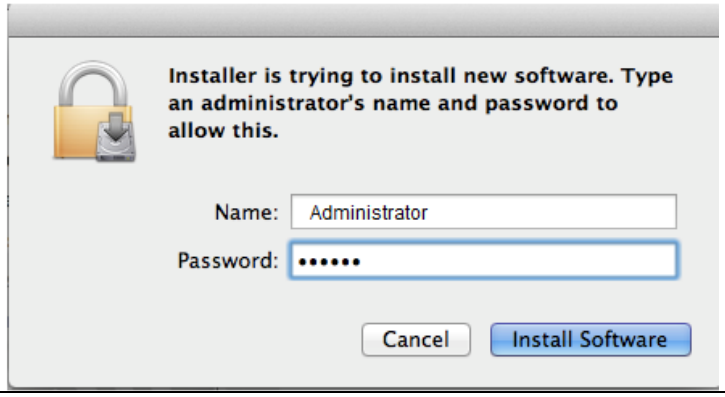
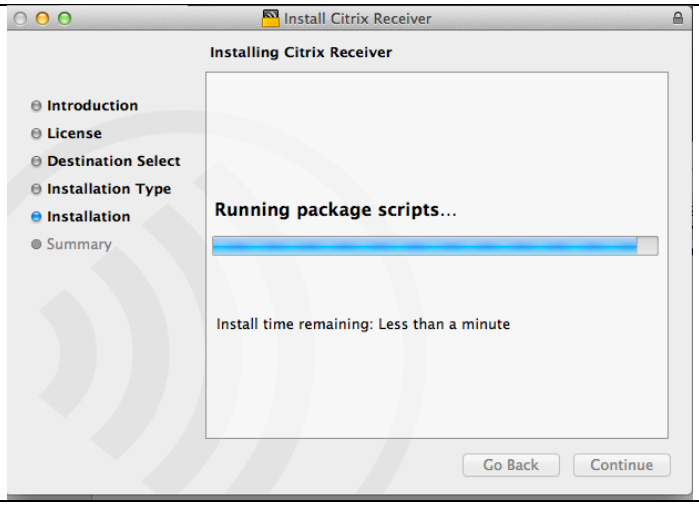
   If a warning box appears asking if you want to open this package from an unidentified developer, click **OPEN**.

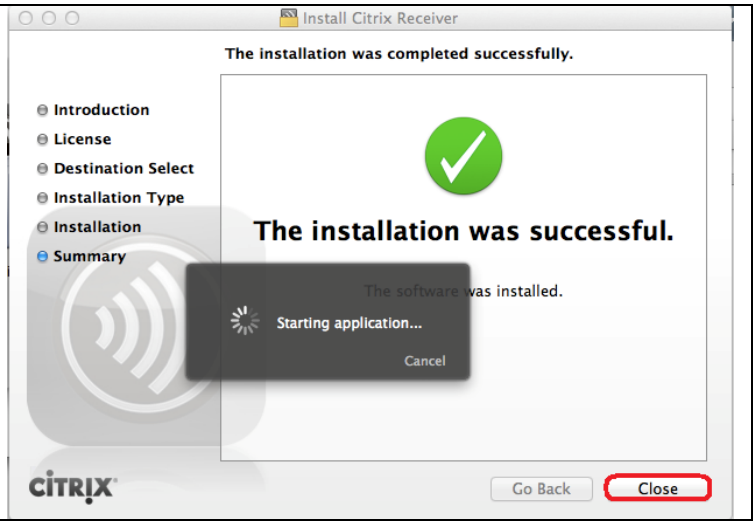
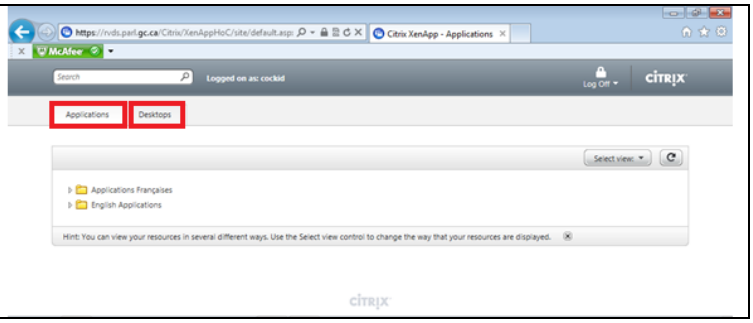
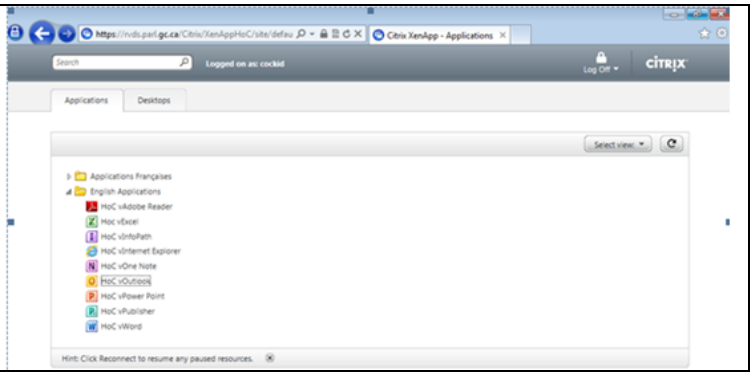


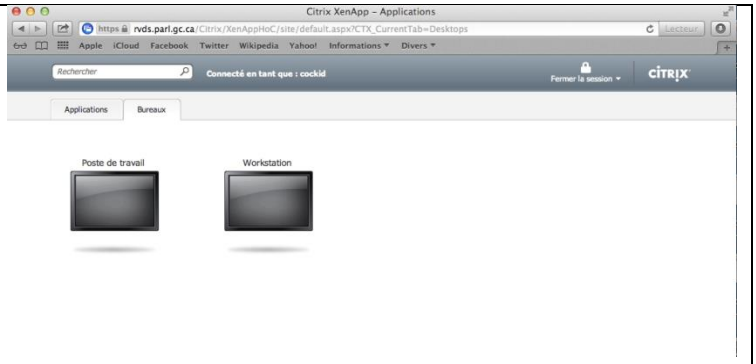
5. The CITRIX RECEIVER installation wizard is displayed.

   Click **CONTINUE**.

6. When the SOFTWARE LICENSE AGREEMENT is displayed, click **CONTINUE**.

7. Click **AGREE** to accept the terms of the software license agreement.	
8. Click **INSTALL**.	
9. You may be prompted to supply the credentials of the administrator of the Macintosh computer. If so, provide the administrator's username and password and click **INSTALL SOFTWARE**.	
10. The installation proceeds.	

11. A green checkmark will indicate that the installation was successful. Click **CLOSE**.	
12. In the background, the SPRA Portal will load in the browser. From this menu you may select either the **APPLICATIONS** tab to access a number of familiar Microsoft Office applications, or the **DESKTOPS** tab to access a virtual desktop.	
13. To use an application, select the **APPLICATIONS** tab, open the folder and click the application you wish to launch. **OR**	
14. To access a virtual desktop, select the **DESKTOPS** tab and click to launch a **WORKSTATION**.	

LOGGING OFF

To end your application/desktop session and your connection to the service, close the application or log off from the virtual desktop session. Then, from the Citrix Portal, click **LOG OFF**. If you wish to return to your application/ virtual desktop session later, but wish to disconnect from the service now, leave your session open and click **LOG OFF** from the Citrix Portal.	

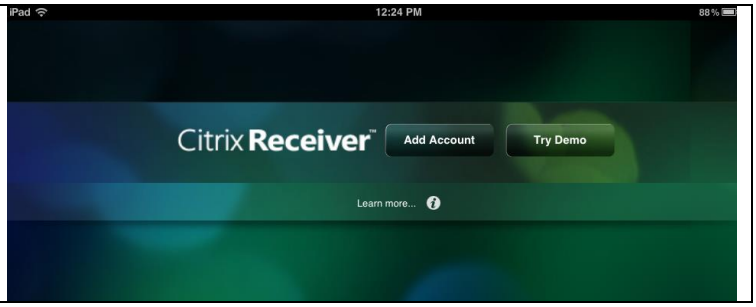
SUBSEQUENT LOGONS

Once the initial setup has been completed, go to https://rvds.parl.gc.ca and enter your HoC account **USERNAME** and **PASSWORD**, and then your **RSA PIN** + 6-digit **RSA SECURID TOKEN CODE** to reach the Citrix Portal and any open applications or virtual desktop sessions.

Once you have logged on, the Citrix Portal will appear, along with any applications or virtual desktop sessions that were running when you disconnected earlier.	

APPENDIX 3 – IPAD

GETTING STARTED

1. Locate the **CITRIX RECEIVER** iPad app in the App Store and install it.	
2. Tap the **RECEIVER** icon.	
3. Tap **ADD ACCOUNT**.	

4. Enter https://rvds.parl.gc.ca in the ADDRESS field.

   Ensure that the URL reads “https” (and not “http”) to access the secure site.

   Tap **NEXT.**

5. Supply your **USERNAME** and **DOMAIN** (hoc) as indicated.

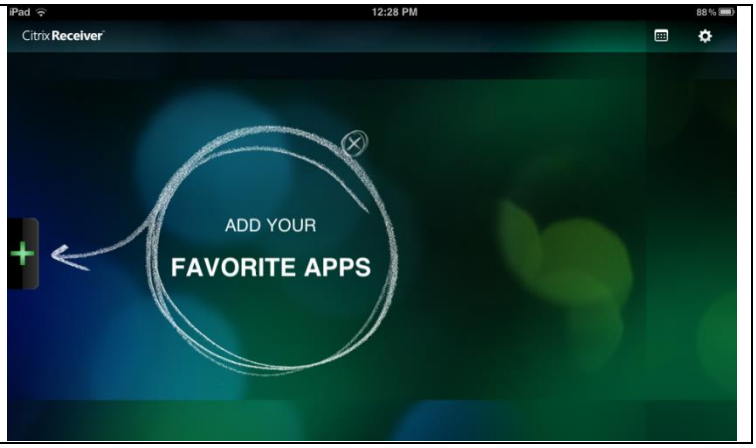
   Set **SECURITY TOKEN** to **ON** and ensure that **DOMAIN** + **SECURITY TOKEN** is checked.

   Tap **SAVE.**

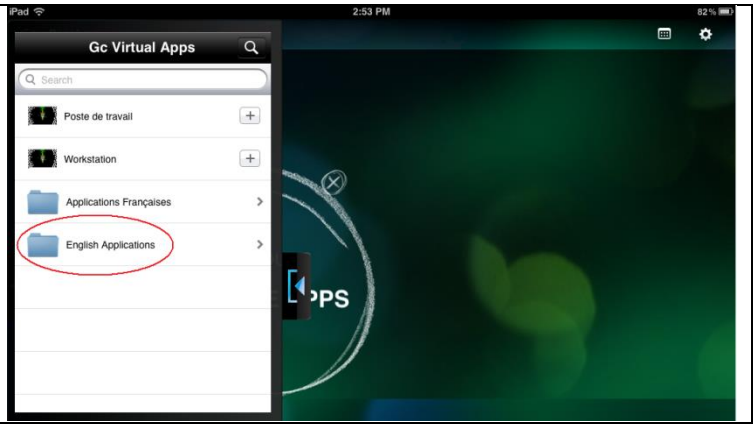
6. Enter your HoC **USERNAME** and **PASSWORD** and your **RSA PIN** + 6-digit **RSA SECURID TOKEN CODE**.

   Click **LOG ON**.

7. Tap the **+** sign.

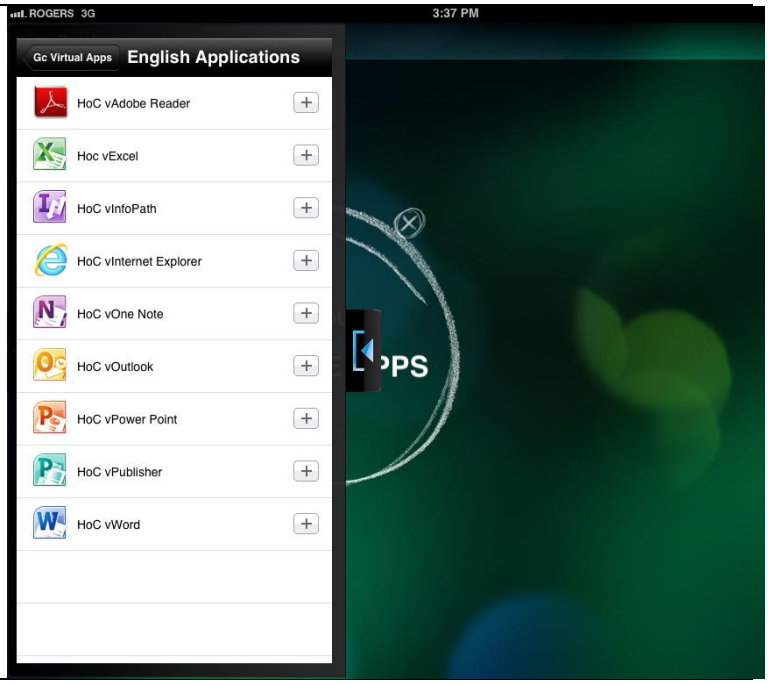


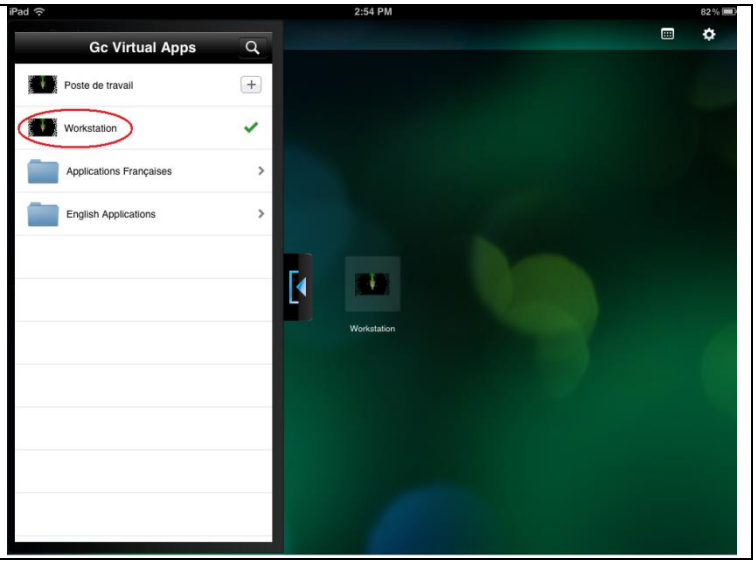
8. From the menu, you may select an **APPLICATIONS** folder to access a selection of familiar Microsoft Office applications, or a **WORKSTATION** icon to launch a virtual desktop session.



9. From the **ENGLISH APPLICATIONS** folder, tap the application you wish to use.

OR

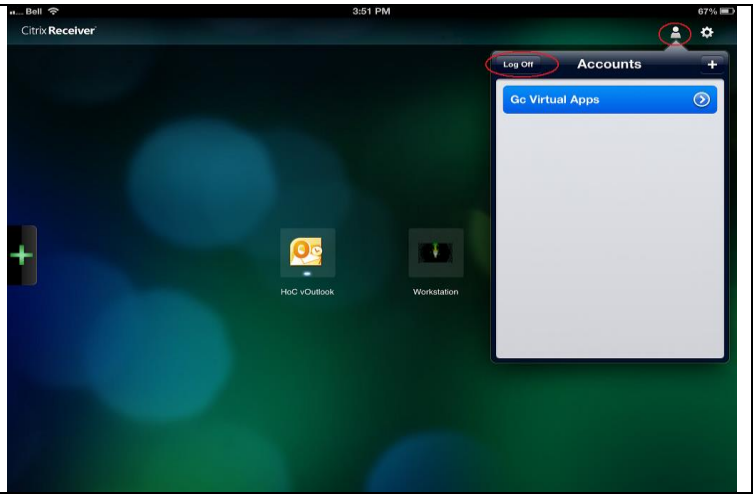


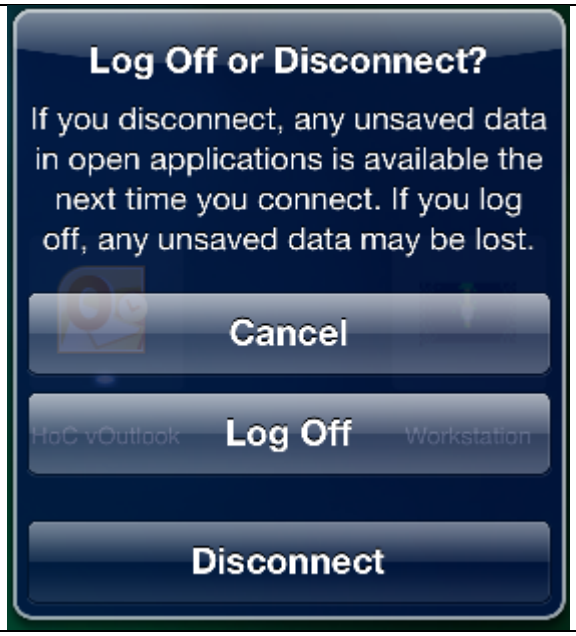
10. Choose the **WORKSTATION** icon to launch a virtual desktop session.	

11. Once you are using an application or the virtual desktop, you can pull down a Citrix menu bar at the top of the screen to switch applications, return to the home screen to launch other resources, or log off from the service.	

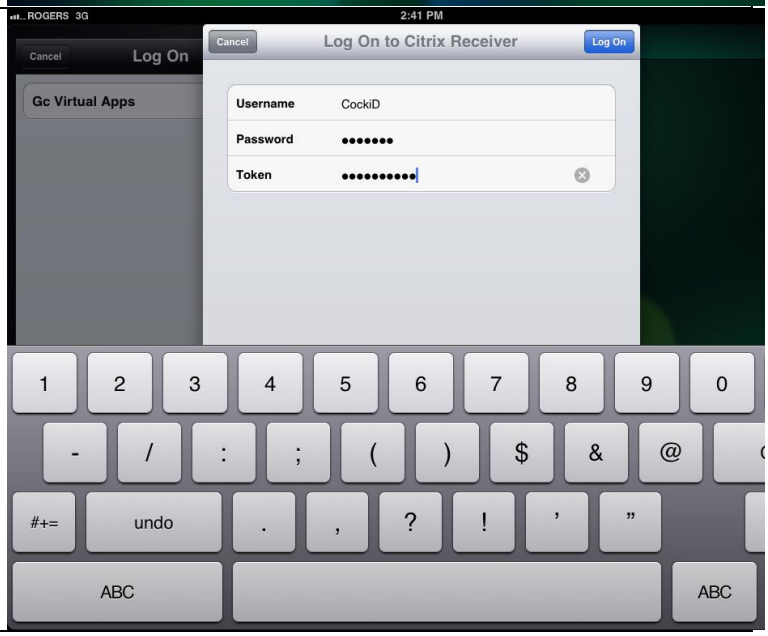
LOGGING OFF

1. Tap the tab at the top centre of the screen to pull down the Citrix menu bar. 2. Tap **HOME**.	

3. Tap the user icon at the top right of the screen 4. Tap **LOG OFF.**	

5. Select **LOG OFF** or **DISCONNECT.**	

SUBSEQUENT LOGONS

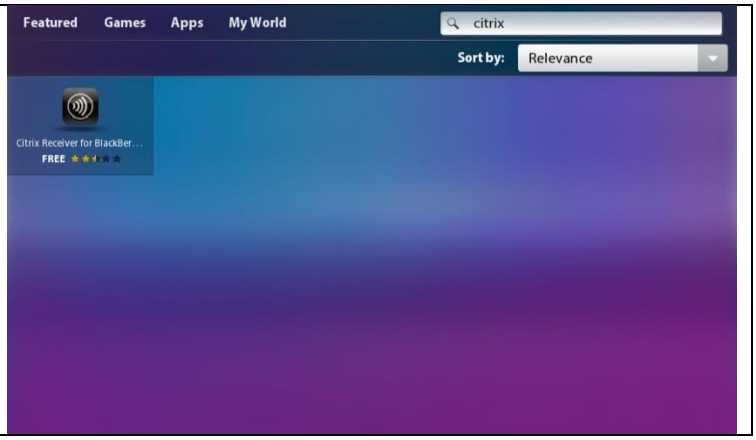
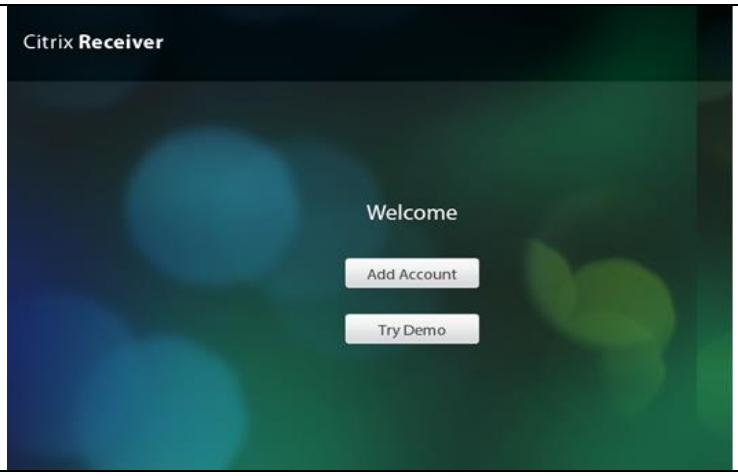
Once the initial setup has been completed, you can log on to the SPRA service as follows: 1. Tap the **CITRIX RECEIVER** application. 2. Tap the **+** sign to launch the desired application.	
3. Tap **GC VIRTUAL APPS** and enter your HoC **PASSWORD**. Enter your **RSA PIN** + 6-digit **RSA SECURID TOKEN CODE** in the **TOKEN** field.	

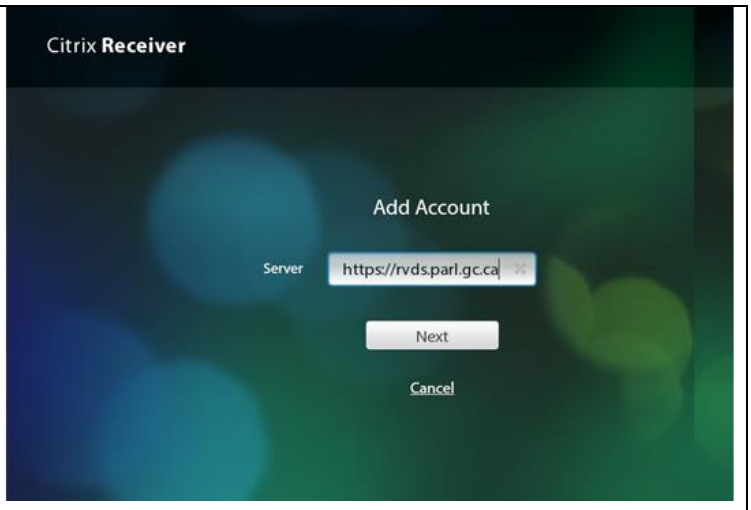
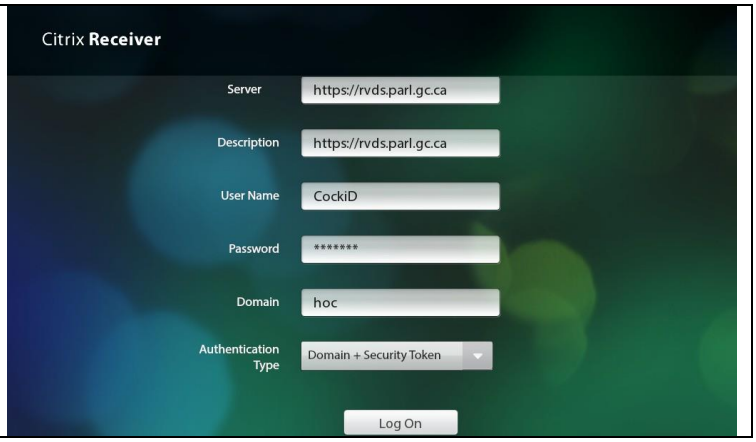
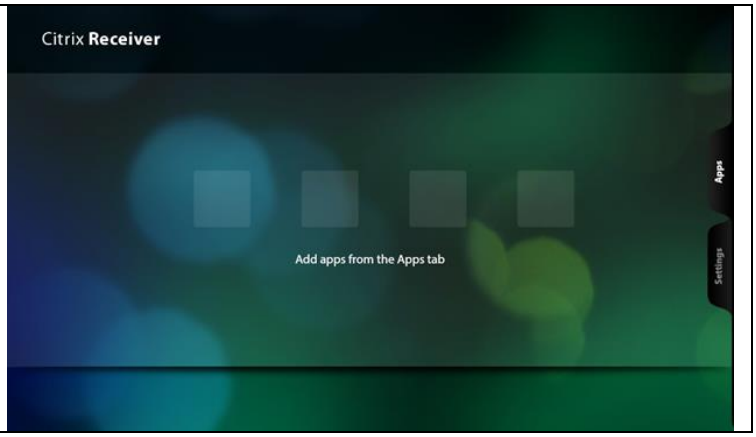
APPENDIX 4 – PLAYBOOK

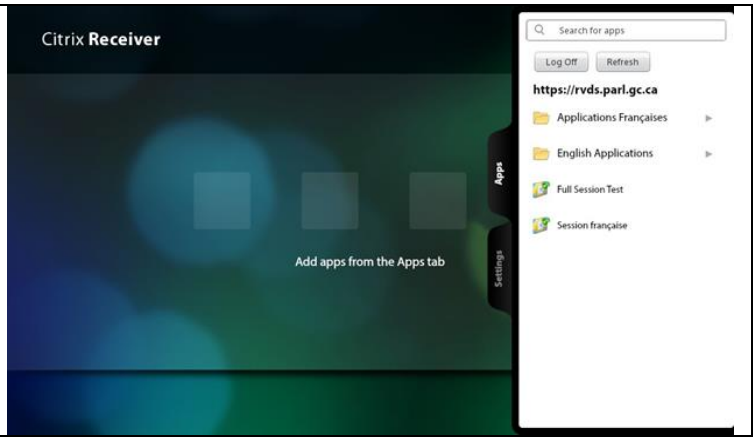
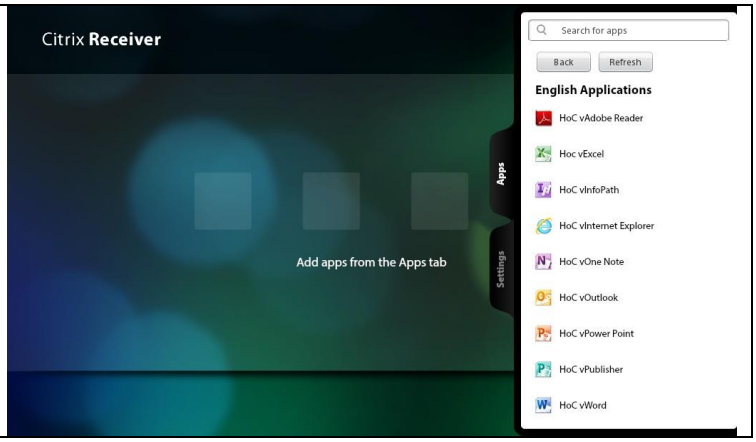
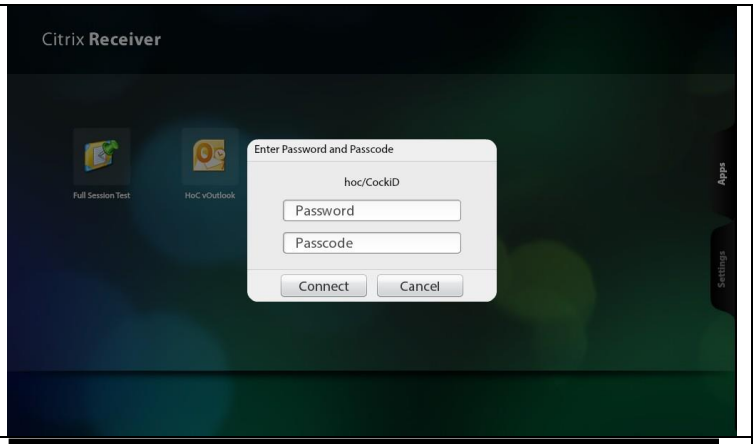
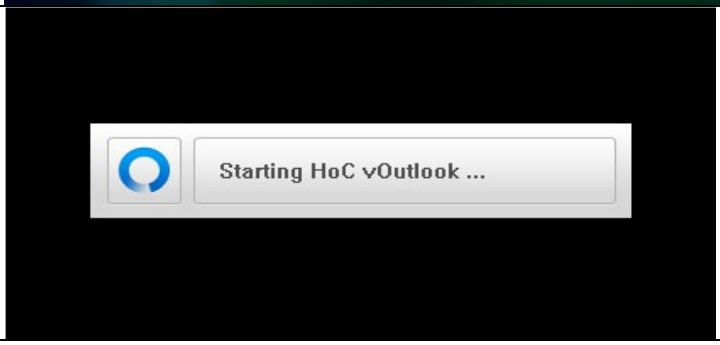
GETTING STARTED

Note: You must have a WiFi connection to proceed; this service is currently not available in Blackberry Bridge mode.

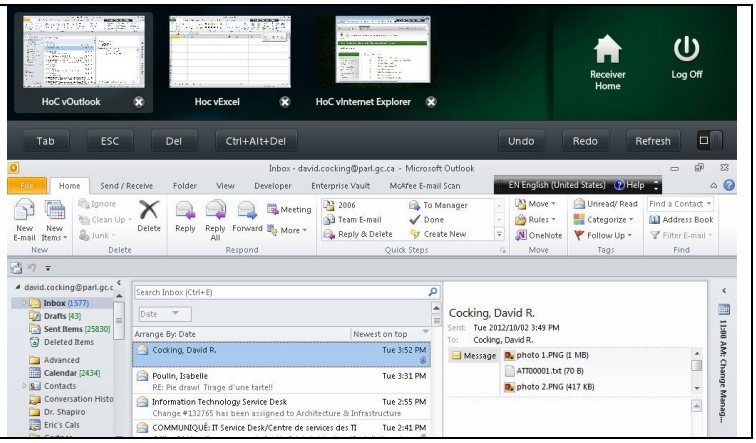
Please note that while the Citrix Receiver software is not currently available in French, the SPRA service itself is available in French.

1. Download the **CITRIX RECEIVER** Playbook app from BlackBerry App World.	
2. From the home screen, tap the **CITRIX RECEIVER** icon.	
3. Tap **ADD ACCOUNT**.	

4. In the **SERVER** field, type https://rvds.parl.gc.ca and select **NEXT**.	
5. Fill out the fields and tap **LOG ON**. **Note**: Scrolling up and down works only in the middle portion of the screen.	
6. Tap the **APPS** tab.	

7. From the menu, select an **APPLICATIONS** folder to access a selection of familiar Microsoft Office applications, or select a **FULL SESSION** to access a virtual desktop.	
8. Double-tap the application you wish to use.	
9. When prompted to **ENTER PASSWORD AND PASSCODE**, the first field should already contain the password you provided in the previous screen. Type your **RSA SecurID** information (PIN + 6 digit code) in the second field and tap **CONNECT**.	
10. The application will launch.	

11. Once you are using an application or the virtual desktop, you will be able to pull down a Citrix menu bar at the top of the screen to switch applications, return to the home screen to launch other resources, or log off from the service.



LOGGING OFF

Choose either Method A or B:

Method A:

To close your application/virtual desktop session and disconnect from the SPRA service:

1. Close the application or log off from the virtual desktop session.

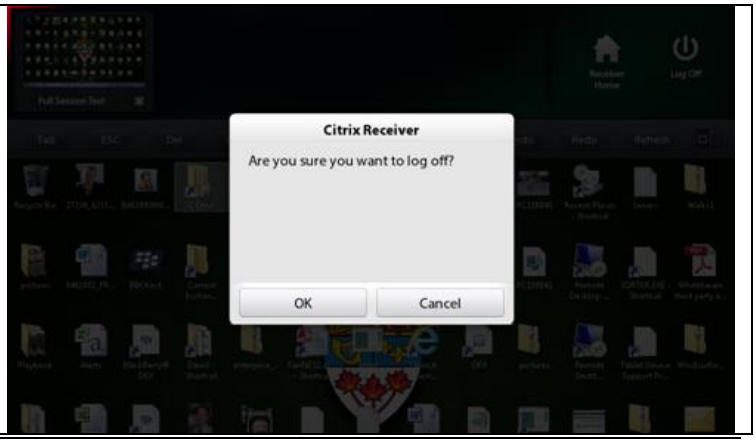
2. Swipe downward from the top of the screen to bring up the menu bar and tap **LOG OFF**.

Method B:

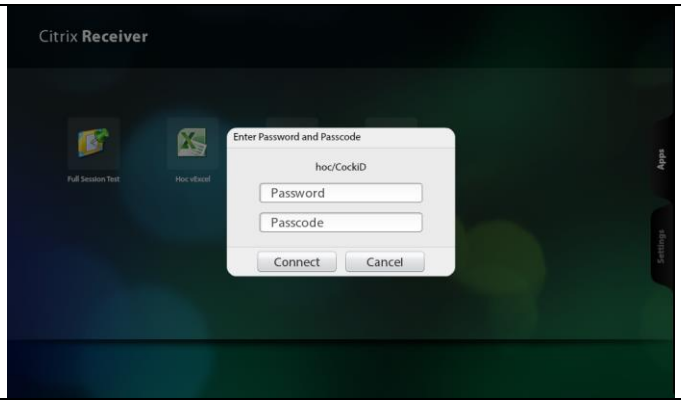
To leave your application or virtual desktop session open, but disconnect from the SPRA service:

1. Swipe downward from the top of your screen and tap **LOG OFF**.

Click **OK** when the CITRIX RECEIVER dialog box is displayed.



SUBSEQUENT LOGONS

1. Once the initial setup has been completed, just tap the **CITRIX RECEIVER** app and enter your HoC **PASSWORD** and your **RSA PIN** + 6-digit **RSA SECURID TOKEN CODE** in the **PASSCODE** field.	

FREQUENTLY ASKED QUESTIONS

What Performance Level should I expect ?

This remote access service is hosted within the House of Commons data center. While the underlying technology chosen for the service offers the industry's best connection performance, the quality of the service does depend highly on the quality of the Internet connection being used to access it. The performance may vary with the speed and saturation of the connection.

What is the difference between a Connection and a Session?

It is helpful to recognize the distinction between a SPRA *connection* and *session*. When you log on to the SPRA service, you establish a connection to a session.

When you log off from a session, you are doing something similar to closing an application or logging off from your computer; applications are closed and unsaved data is lost.

When you disconnect your session, open applications and data are normally preserved for a period of eight (8) hours.

Can I stay connected all day ?

No. Certain timeout periods apply in SPRA:

- When using an application or a virtual desktop, your connection will time out after 30 minutes of inactivity. If you log back in to SPRA within eight (8) hours, you will normally re-join your session as you left it.

- From the time you first log in to SPRA you have 30 minutes to launch applications and virtual desktops. After 30 minutes, you will be required to log in again to launch a new application or virtual desktop session.

- The maximum duration of a session is set to 20 hours.

To minimize the risk of data loss, it is imperative to save your work regularly while you are in an active SPRA session.

What are some of the limitations of this service?

For reasons relating to IT security, the following functions are not available while you are using the SPRA service:

- access to the hard drive and drive mappings of the computer or device you are using to connect to the service;
- Moving and copying files between the computer and device used to connect to the SPRA service and the SPRA session (but you **may** cut and paste text and graphics between environments).
- Some web sites that require the Java utility may not work properly.

Will I be able to install software like Skype or Google Chrome?

No. The installation of software within the SPRA session is not allowed.

Will I have problems accessing certain websites?

You will be able to visit most Web sites on the Internet and all intranet sites such as Intraparl and the Library of Parliament intranet sites. However, some sites which depend on Java will not work properly or may not be accessible.

Are these limitations permanent?

No. We will be looking at new solutions regularly to make the SPRA service even more flexible.

What is the difference between launching the desktop and launching an application?

You can run several applications at once by launching each application under the ***Applications*** tab. The advantage to this feature is that you can run each application in its own window. Users who have two monitors will be able to select on which monitor to display each application.

If you launch a desktop session, the window will resemble the House of Commons' desktop computer environment, and all standard House of Commons applications will be available for use.

What will I have access to?

You will have access to two network drives which reside on the Parliamentary Precinct Network (PPN): a (U:) drive and a (S:) drive.

The (U:) drive is used to store files on the PPN network in a location that will be accessible to the account holder.

The (S:) drive is used to store files on the PPN network in a location that will be accessible to everyone on your team.

Another advantage of having files on the PPN network is that these files are backed up automatically every day. If you accidentally delete a file previously saved on the (U:) or (S:) drive, the IT Service Desk should be able to recover it for you.

Will I be able to print documents to my local printer?

Yes. You will be able to print any document from within your SPRA session to your local or shared **default** printer automatically.

Can I change my network password?

Yes. Once connected to the SPRA, in a desktop session, click on the button and click ***Windows Security*****.** You will then have access to the screen that lets you change your network password.